

RFI 3) SAWS primary messaging before the winter event was related to protecting the 3 Ps (plants, pipes, pets). In retrospect, with the information that leadership had about the potential severity of the weather prior to the weekend, was this messaging sufficient or were there other key messages that should have been conveyed to customers? **Given the information SAWS had at the time, the messaging was appropriate. Had SAWS been warned of a higher-than-likely potential for widespread power reductions and outages that would affect SAWS' own infrastructure, the messaging would have recommended that more intensive emergency measures be taken by SAWS customers, and SAWS would have initiated measures to mitigate for some of those impacts.**